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Avis Rent a car  
78-80 Clarence Street  
Sydney NSW 2000  
Fax +61-2-9353-9017

**“Wizard” number F5N63L  
Rental Agreement IT00886991009**

Dear Sirs,

On Wednesday, 30 November 2005, I make a booking via the World-Wide Web for a car to be picked up in Milano and returned to Firenze on the following day. The agreed rental sum was € 112.82.

I was not satisfied with the way this rental was handled; I consider the immediate circumstances to be absolutely unacceptable, and ask you to explain how such a series of problems could happen in only 24 hours. Specifically:

- It took me a total of 40 minutes to pick up the car. As arranged some hours before, but differing from the original booking, I arrived at Milano Centrale railway station at 14:50 on 30 November. The paperwork took 10 minutes, and the car did not arrive for another 30 minutes after the specified pickup time.
- The car had been washed, but the windows were dirty.
- There was a hotel key in the gloves box.
- The windscreen washer was non-functional. The pump ran, and there was water in the reservoir, but no water emerged. In the prevailing weather conditions, this required frequent stops to clean the windscreen.
- The yellow life vest required by Italian law was missing.
- The vehicle had problems with the petrol filler; it took 10 minutes to fill up the final 14 litres.
- We agreed to return the vehicle to location, FR6, Via Ponte Sospeso 19 in Firenze, at 16:00 on 1 December. We were not given any information about how to locate this return location.
- At 15:50 on 1 December there was no answer from the telephone given for the return location (055-2207188). We called the Avis hotline and were told to return the car to the airport, which was allegedly open until 23:00.
- On arrival at the airport, there was nobody present at the Avis return location. I filled in the return form (petrol tank full, no damage to the vehicle) and then went

into the airport to find the Avis counter. I was not able to find anything.

This information has been on the web at <http://www.lemis.com/grog/diary-dec2005.html> since 2 December. I considered that it was sufficient for a complaint by itself. If I were ever to experience such thoroughly poor performance again, I would never use your services again.

Unfortunately, that is not the end of the story. On 9 December, after my return to Australia, I discovered that the sum of AUD 1,057.49 had been debited from my credit card. I called your reservations line at 15:07 on the same day and spoke to Denise, who told me that the sum of € 350.00 had been charged for “damage to the car”.

The car was undamaged when I returned it. I was picked up by three friends who can testify to the fact that the car was undamaged. I can only imagine:

- The damage occurred after the return, or
- No damage occurred.

In either case, the problem would not have arisen if your personnel had been present at the agreed time. I cannot accept any charges of this nature. I made this clear to Denise, who was clearly a disinterested person, and she said that she could not do anything, but that she would “follow up”, and that it would take 10 to 15 days. In mid-afternoon, no supervisor was available. To date I have had no feedback, not even a confirmation that you are investigating the matter.

I note that the sum of AUD 1,057.49 corresponds to € 674.98. After deducting the € 350.00 mentioned and the agreed sum of € 112.82, an additional € 212.16 remain unaccounted for. I note also that today, three weeks after the vehicle was returned, I have received neither a receipt nor an explanation of this completely unacceptable behaviour. I expect a receipt as a matter of course; it is essential if you are going to claim additional costs.

I call on you to:

- Confirm *today* in writing that you have received this message and that you are acting on it.
- Credit my credit card with the sum of € 562.16 **immediately**.
- Fax me the receipt at +61-8-8388-8725 **immediately**.
- Explain why nobody was present at either location during normal operating hours.
- Explain why I was not sent any receipt for the charges.
- Justify the additional charges. When I am satisfied, if necessary as the result of judicial proceedings, I will pay the sums you claim.

I reserve the right to legal proceedings and to publish information about this atrocious treatment.

Regards

Greg Lehey